

Melissa Ucucho

System Developer • Azure DevOps engineer • Python developer

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Professional Summary

Result-driven and dedicated professional with a strong foundation in system development, cloud technologies, & Python programming. Adept at leveraging certification in Microsoft Azure and Python with to deliver innovative solutions over a year comprehensive experience as customer service representative and retail assistant being in the business marketing industry, I'm seeking for a career opportunity with progressive organization that provides an opportunity to capitalize my technical skills and abilities in the field which is compiled in IT industry or any industry that will make significant contribution to the workplace. Proficient in navigating various computer software programs, office filing systems and data management and also with excellent interpersonal skills gain in my work experience. I am dedicated candidate who wants to foster professional relationships and give optimize efficient outcomes to workplace and also contribute to success of the company or department.

Area of expertise

Programming Languages: Python and C#

Cloud Computing: Microsoft Azure Fundamentals, Azure DevOps (AZ-204, AZ-400)

Technical Proficiencies: Microsoft Office Suite, IT system Troubleshooting, database & SQL knowledge, Develop a security & compliance plans

Soft skills: Communication, Conflict Management, Organization, Strong analytics skills, Team –Oriented, Creative & Critical thinking, Adaptability, Resilience & Professional work ethics, Interpersonal skills.

Work Experience

Customer Service Representative

Avon- 2019-2020|

Gauteng

During my journey with Avon, I have adapted some excellent interpersonal skills such as problem-solving skills which helped me to solve clients' issues, patience which was crucial for customer services professionals and attentiveness the ability to pay meticulous detail to the feedbacks, keeping records, clear communication skills and persuasion skills to promote the company's products and have product knowledges to have a methodical approach to customers.

- Successfully built and managed a client base, achieving monthly sales targets consistently.

- Utilized interpersonal and marketing skills to promote Avon products effectively
- Maintained accurate records of customer orders and inventory

Retail Sales Associate (Casualty)

Mr. Price | January 2024– December 2024 |

Carletonville Gauteng

My working duties in my time with Mr. price was to merchandise the products and make the store was package with new stocks for the customers to buy and make sure that the items correspond with the item sold and ensure security check up on the customer just be vignette with shop lifters but it with the correct standard procedure of approach customers without make them feel like so kind of way. One the key component was to push sales and make sure the marketing strategy bring more customers to the store and reach the certain target amount that we have set as team for the weekly income.

- Managed inventory, processed transactions, and resolved customer complaints efficiently
- Delivered exceptional customer service in a fast-paced retail environment, contributing to a 10% increase in customer satisfaction
- Demonstrated strong teamwork and communication skills while maintaining a professional demeanor.
- Security checks up

Education

- **Information Technology:** System development | 2022
IT Certification Academy
Potchefstroom, North West- South Africa
- **National Senior Certificate:** Matric / Grade 12 | 2020
Carleton Jones High-school
Carletonville, Gauteng-South Africa

Certification

- **National Certificate IT- System development** | IT Certification Academy | 2022
- **Azure fundamental** | Microsoft Certified Professional | 2022
- **Azure Developer Associate** | Microsoft Certified Professional | 2022
- **DevOps Engineer Expert** | Microsoft Certified Professional | 2023
- **Python** | Pearson Vue | 2023

Personal Details

- DRIVER'S LICENSE: Code 10/ C1
- DATE OF BIRTH : 2001/03/17
- NATIONALITY : South African
- GENDER : Female

<i>Reference</i>

- Mavhungu Moleya | Mr Price Store Manager | +27 72 690 0752
- Tidimalo Mochawe | IT Software Developer Trainer | +27 84 686 6030
- Angelique Laubscher | IT Trainer & Advisor | +27 82 342 1495